

**441—186.3(234) Services provided.** The department has a single contract for development and delivery of community care in all rural and urban areas of the state. The contractor shall meet the following expectations, either directly, through subcontract, or through a provider network or consortium.

**186.3(1)** The community care contractor shall serve families at risk of child abuse or neglect referred through the contract, including families from a wide range of cultural, racial, and ethnic groups and those with limited English proficiency.

**186.3(2)** The community care contractor shall assess individual child needs, family functioning, and potential child and family risk factors.

**186.3(3)** The community care contractor shall respond to the needs of community care families in crisis.

**186.3(4)** The community care contractor shall connect families to a wide range of community resources and services that are responsive to the families' presenting needs at the time of referral, in keeping with community standards of care and evidence-based research.

**186.3(5)** The community care contractor shall connect families to community resources and services that are responsive to the identified needs of the family.

**186.3(6)** The community care contractor shall have a service referral network that is readily accessible, available, and convenient to families in all areas served by the contract.

**186.3(7)** The community care contractor shall provide ongoing assessment of the services provided.

**186.3(8)** The community care contractor shall ensure coordination of referrals from the department's offices statewide.

**186.3(9)** The community care contractor shall monitor and document service utilization.

**186.3(10)** The community care contractor shall achieve minimum performance targets as specified in the contract.